

MICHIGAN COMMUNITY HEALTH WORKER SURVEY

My name is _____. I'm not selling anything. I'm doing a survey for the Michigan Department of Community Health to better understand the role of community health workers and how they affect health care in Michigan. Your answers will be confidential and anonymous.

Community health workers are lay members of communities who work either for pay or as volunteers in association with the local health care system in both urban and rural environments and usually share ethnicity, language, socioeconomic status and life experiences with the community members they serve.

They have been identified by many titles, such as community health advisors, lay health advocates, promoters, outreach educators, community health representatives, peer health promoters, and peer health educators. Community Health Workers offer interpretation and translation services, provide culturally appropriate health education and information, assist people in receiving the care they need, give informal counseling and guidance on health behaviors, advocate for individuals and community health needs, and provide some direct services such as first aid and blood pressure screening.

Are you a Community Health Worker or a similar title, as explained above?

1. Yes....ASK QUESTION
2. No....TERMINATE

1. And what is your current job title?

1. Community Health Worker
2. Health Advocate
3. Health Advisor
4. Outreach Educator
5. Outreach Worker
6. Peer Health Provider
7. Promotor/Promotora
8. Doula
9. I supervise Community Health Workers
10. Other _____

2. Can you tell me in what county you currently work? IF WAYNE, ASK:
WOULD THAT BE IN DETROIT OR OUTSIDE OF DETROIT?

LIST COUNTY

[CODE REGION]: _____

1. UP/ North
 2. West/ Southwest
 3. Mid Michigan
 4. East Central Michigan
 5. Oakland
 6. Macomb
 7. Wayne
 8. City of Detroit
 9. Suburban areas around Metro Detroit Counties
 10. Don't Know/ Refused....TERMINATE
3. How long have you worked as a Community Health worker, a health advocate, an outreach educator or another title, as stated above?
1. Less than 1 year
 2. 1-3 years
 3. 4-7 years
 4. 8-10 years
 5. More than 10 years
 6. Don't Know/ Refused....TERMINATE
4. And how long have you been in your latest position?
1. Less than 1 year
 2. 1-3 years
 3. 4-7 years
 4. 8-10 years
 5. More than 10 years
 6. Don't Know/ Refused....TERMINATE

5. And how many different jobs that could be described as a Community Health Worker or a similarly titled job have you had?
 1. 1
 2. 2
 3. 3
 4. 4
 5. 5
 6. 6
 7. 7 or more
 8. Don't Know/ Not Sure....DO NOT OFFER
6. On average, how many hours do you work each week as a Community Health Worker (or similar title)?
 1. 1-10 hours
 2. 10-20 hours
 3. 20-30 hours
 4. 30-40 hours
 5. More than 40 hours per week.
 6. Don't Know/ Refused...DO NOT OFFER
7. I am going to read you several categories. Please tell me how much you are paid each week BEFORE taxes as a Community Health Worker (or similar title)?
 1. I am a volunteer
 2. \$1-\$165
 3. \$165-\$225
 4. \$226-\$280
 5. \$281-\$340
 6. \$341-\$400
 7. \$401-\$460
 8. \$461-\$520
 9. More than \$521
 10. Refused....DO NOT OFFER
8. Do you have a paid job OTHER than being a Community Health Worker (or similar title)?
 1. Yes
 2. No
 3. Refused...DO NOT OFFER

9. Do you feel like you have job security as a Community Health Worker (or similar title)?

1. Yes....MOVE TO Q10
2. No....MOVE TO Q 11
3. Refused...DO NOT OFFER

10. And what makes you feel like you have job security? [CIRCLE ALL THAT APPLY]....MOVE TO Q 12

1. A good wage/ good salary
 2. Regular/consistent work
 3. Good supervisor support
 4. Stable funding for my job
 5. Good work environment
 6. Other:
-
-

11. And what makes you feel like you do not have job security? [CIRCLE ALL THAT APPLY]

1. Irregular or poor pay/salary
 2. Irregular hours
 3. Lack of support
 4. Potential changes in program funding
 5. Poor work environment
 6. Other:
-
-

12. Would you say you do most of your work in a rural area, a suburban area or an urban area?

1. Rural
2. Suburban
3. Urban
4. Combination of settingsDO NOT OFFER
5. Refused....DO NOT OFFER

13. And where do you do MOST of your work? [CIRCLE ONE ANSWER]

1. Homes
2. Community Centers
3. Work Sites
4. Shelters
5. Clinics or Hospitals
6. Schools
7. Religious Centers
8. On the street
9. Or is there somewhere else? _____

14. I am going to read a list of activities. For each item, please tell me whether you currently do that as part of your job as a community health worker (or similar title). [ALLOW MULTIPLE RESPONSES/ CIRCLE ALL THAT APPLY]
READ 1-24, THEN ASK: IS THERE ANYTHING ELSE THAT MIGHT HAVE BEEN LEFT OFF OF THIS LIST?

1. Health education and information
2. Make referrals
3. Conduct home visits
4. Conduct support groups
5. Case finding or recruitment
6. Clinical services like HIV or pregnancy tests
7. Teach classes
8. Conduct health fairs
9. Collaborate with other agencies
10. Peer education or mentoring of other workers
11. Present information in schools or community centers
12. Help with client enrollment in health plans
13. Case management
14. Counseling
15. Health screenings
16. Office work (like scheduling follow-up appointments for clients)
17. Translation or interpretation
18. Provide transportation to clients
19. Community organizing
20. Follow up on referrals
21. Fundraising or grant writing
22. Go with clients to clinic appointments translator or support
23. Help clients identify ways to pay for their health care
24. Help clients identify ways to obtain other things they need like food
25. Other

15. And on average, how many different people would you say you serve in any given month?

IF DON'T KNOW, ASK: WHAT WOULD BE YOUR BEST GUESS?

16. I am going to read you a list, please tell me the target populations you most often work with? [MORE THAN ONE RESPONSE ALLOWED] ASK: IS THERE ANOTHER POPULATION THAT IS NOT ON THE LIST? DO NOT ACCEPT ETHNICITIES/RACE.

1. Elderly and senior citizens
2. Pregnant women or new parents
3. Gay/ Lesbian or Bisexual
4. Minorities
5. Families
6. Adolescents
7. Men
8. Women
9. Other _____

17. Can you tell me the ethnicity of up to three groups of people you MOST OFTEN work with? [CIRCLE UP TO THREE ANSWERS] IF HISPANIC, ASK: CAN YOU BE MORE SPECIFIC AS TO WHICH COUNTRY?

1. African ...ASK: WOULD THAT BE AFRICAN OR AFRICAN AMERICAN?
2. African American
3. American
4. Native American/American Indian
5. Arab American/ Middle Eastern/Iraqi

Asian...ASK: AND CAN YOU BE MORE SPECIFIC ABOUT WHICH ASIAN NATIONALITY?

6. Chinese
7. East Indian
8. Korean
9. Pakistani
10. Laotian/Hmong
11. Cambodian
12. Vietnamese
13. Thai
14. Japanese
15. Mexican
16. Puerto Rican
17. Caribbean Islander/ West Indian/Haitian
18. Central American
19. South American (Brazil/ Argentina/ Chile/ Venezuela)
20. European, Eastern (Polish/ Czech/ Slovakian)/ Russian/Greek
21. European, Western (German/ British/ French/ Spanish, Italian)
22. Pacific Islands/Indonesia/Filipino
23. Other

24. Don't Know/ Refused...DO NOT OFFER

18. Now can you tell me which races -- not ethnic groups -- you work with most often?

1. African American/ Black
2. Asian
3. Caucasian/ White
4. Native American
5. Pacific Islander
6. Other_____
7. Don't Know/ Refused....DO NOT OFFER

19. And which of the following age groups do you MOST OFTEN find yourself working with? IF ANSWERS 'WORKS WITH ALL AGES', ASK: IS THERE ONE GROUP YOU FIND YOURSELF WORKING WITH MORE OFTEN THAN OTHERS?

1. Under 18 years old
2. 19-29 years old
3. 30-39 years old
4. 40-49 years old
5. 50-64 years old
6. 65+ years old
7. I work with all ages...DO NOT OFFER
8. Don't Know/ Refused....DO NOT OFFER

20. What is the largest barrier you face when doing your work? [RECORD AS WRITTEN/ CODE]

21. And what ONE THING would make you more effective in doing your job? [RECORD AS WRITTEN/ CODE]

22. On a scale of one to five with one being very bad and five being very good, how would you rate your relationship with your supervisor?

1 2 3 4 5 DK/Ref

23. Does your supervisor have any experience working as a Community Health Worker?

1. Yes
2. No
3. Not Sure/ Don't Know
4. Refused...DO NOT OFFER

24. On average, how many of hours of supervision would you say you get each week?

1. None
2. Less than 1 hour
3. 1-3 hours
4. 3-5 hours
5. 5-10 hours
6. More than 10 hours
7. Don't Know/ Refused...DO NOT OFFER

25. Do you believe you get enough time with your supervisor to be effective in your job?

1. Yes
2. No
3. Don't know/ Refused...DO NOT OFFER

26. Please remember this survey is confidential and your answers will never be viewed by anyone in your place of work. Outside of personality issues, what is the single biggest work related problem you face with your supervisor? [WRITE AS SAID/ CODE ANSWER]

27. I am going to read you a list of potential training a community health worker might receive, please tell me which of these you received BEFORE you started your current job? [CIRCLE ALL THAT APPLY]

1. I have a college degree -- either an Associates Degree or Higher)
 2. I have a Certificate as a Community Health Worker
 3. I received no training before I began my job
 4. Public Health Issues such as HIV, cancer, and domestic violence
 5. Health education methods
 6. Counseling and mentoring techniques
 7. How to make referrals
 8. Cultural competency and health issues
 9. First aid or CPR
 10. Safety training
 11. Leadership training
 12. Management and organization skills
 13. Fundraising or grant writing training
 14. English as a Second Language (ESL)
 15. Was there any other training you received before starting?
-
-

28. And did you receive any type of training AFTER you started your current job?
ASK: AND WHAT WOULD THAT HAVE BEEN?

1. I received no training when I began my job...IF ANSWERED THIS FOR 27 **AND** 28, MOVE TO QUESTION 34.
 2. Public Health Issues (such as HIV, cancer, and domestic violence)
 3. Health education methods
 4. Counseling and mentoring techniques
 5. How to make referrals
 6. Cultural competency and health issues
 7. First aid or CPR
 8. Safety training
 9. Leadership training
 10. Management and organization skills
 11. Fundraising or grant writing training
 12. English as a Second Language (ESL)
 13. Was there any other training you received before starting?
-
-

29. And was this training provided by your agency or employer or was it provided by someone else?

1. Employer/Agency
2. Community College/Vocational Education
3. Someone else
4. Don't Know...DO NOT OFFER

30. In general, would you say the training was poor, fair, good or excellent?

1. Poor
2. Fair
3. Good
4. Excellent
5. Don't Know/Refused...DO NOT OFFER

31. And were you paid during your training?

1. Yes
2. No
3. Don't Know/Refused....DO NOT OFFER

32. Do you receive any sort of recognition for training such as a certificate, pay raise, or school credit?
1. Yes
 2. No
 3. Don't Know/ Refused...DO NOT OFFER
33. Does your agency ask you what kind of training you need?
1. Yes
 2. No
 3. Don't Know/ Refused...DO NOT OFFER
34. Would you like to receive additional training, which would help you to assist your clients manage a chronic disease, such as high blood pressure or diabetes?
1. Yes
 2. No
 3. Don't Know/ Refused...DO NOT OFFER
35. Is there any other training that you could receive that would make you more effective in your job? ASK: AND WHAT WOULD THAT TRAINING BE?
-
-

36. Do Community Health Workers (or similar title) at your employer regularly get promotions that involve either a change in their job role or an increase in their salary?
1. Yes
 2. No
 3. Don't Know...DO NOT OFFER
 4. Refused...DO NOT OFFER
37. Do you participate in staff meetings at work?
1. Yes
 2. No
 3. Refused...DO NOT OFFER
38. Do you participate in program evaluation at work?
1. Yes
 2. No
 3. Refused...DO NOT OFFER

39. In addition to your supervisor, what people do you have most often have contact with while working? READ 1-6.

1. Other community health workers (or similar title)
2. Administrative staff
3. Program managers
4. Government workers
5. Clinical staff like doctors and nurses
6. Agency Directors
7. Other _____

40. And which of the following benefits come with your job? [CIRCLE ALL THAT APPLY]

1. Tuition reimbursement
2. Sick and vacation leave
3. Health insurance
4. Pension

Now just a couple of statistical questions.

41. What is your race or ethnic background?

1. African American/ Black
2. Hispanic (Mexican American/ Puerto Rican)
3. Native American
4. Middle Eastern/Arabic/Iraqi
Asian ...ASK, COULD YOU PLEASE BE MORE SPECIFIC ABOUT WHICH ASIAN COUNTRY?
5. Chinese
6. Korean
7. Vietnamese
8. Japanese
9. Cambodian
10. Laotian/Hmong
11. Thai
12. East Indian
13. Pakistani
14. Caucasian/ White
15. Pacific Islander/Indonesia/ Filipino
16. Mixed...DO NOT OFFER
17. Other _____
18. Don't Know/ Refused....DO NOT OFFER

42. I am going to read several categories; please tell me what category your current age falls into.

1. 18-29
2. 30-39
3. 40-49
4. 50-64
5. 65+
6. Refused...DO NOT OFFER

43. Are you a certified clinician?

1. No
 2. Yes...ASK: AND WHAT IS YOUR CERTIFICATION?
-

3. Refused...DO NOT OFFER

44. What is the last level of school you attended?

1. Less than high school diploma
2. High school graduate/ GED
3. Community College/ Vocational Program
4. Some college/ university
5. College Graduate
6. Post Graduate work/ graduate
7. Refused...DO NOT OFFER

45. Gender

1. Male
2. Female